Complaint about childcare provision

Ref: EY272011/6312545

Date: 24 April 2026

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 February 2026, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, qualifications, training, support and skills, staff: child ratios, health, safety and suitability of premises, environment and equipment, information and record keeping.

On 22 April 2026, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 11 May 2026:

- ensure sufficient oversight is given by leaders and managers to make sure staff implement procedures that effectively safeguard children
- ensure all safeguarding concerns are referred to the relevant safeguarding agencies without delay, including concerns about children's safety and welfare and concerns regarding the conduct of staff
- ensure a referral is made to the Disclosure and Barring Service when it is found a member of staff has put a child at risk of harm
- ensure relevant information is shared with other professionals to meet the needs of children and assure their safety, including when they attend another setting.

In addition, we found the provider was not meeting some other requirements and had taken action to put this right. They had made sure all staff had refreshed their safeguarding training and understood their safeguarding roles and responsibilities. This included staff's understanding of whistleblowing procedures.

On 5 May 2026, the provider responded to the actions set. We found that the provider had improved their oversight of safeguarding practice within the provision and had ensured all staff had improved their knowledge and understanding of child protection procedures. This

included making sure that concerns about children's safety and welfare are referred to the relevant safeguarding agencies. The provider demonstrated that they were meeting requirements linked to suitable people. Finally, they had updated procedures around information sharing to make sure there was effective communication when a child attends another setting.

We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the Concerns and complaints about childminders and childcare providers leaflet.